



## **RETIREMENT ADVISOR SENIOR**

Phoenix  
Starting at \$16.07/hr

The Member Services Division of the Arizona State Retirement System is seeking highly motivated professionals to fill four part-time positions in its Member Services Advisory Center. The ideal work schedule will include availability on Mondays and Tuesdays between 8 a.m. and 5 p.m. This position will be part-time after the completion of a full-time five week training program.

### **DUTIES INCLUDE:**

- Assisting retirement system members by explaining complex system policies and procedures in an inbound call center environment
- Counseling members on the impact of their retirement decisions
- Answering and rectifying member account questions/concerns
- Servicing member accounts
- Calculating pension benefits
- Researching member inquiries
- Providing member account support to divisions within ASRS

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- 1-2 years' experience effectively explaining complex system policies and procedures to members over the phone
- 1-2 years of experience demonstrating the ability to interact with the public in engaging, friendly, and helpful manner
- Proven experience meeting deadlines with accuracy
- Proven experience with oral and written communication skills
- Established analytical, computer, organizational, and multi-tasking skills
- Proven ability to grasp and interpret knowledge quickly
- Experience effectively working in a team environment and meeting team objectives
- Displayed the ability to maintain a high level of professionalism and judgment
- Candidates will have 1-2 years customer service/call center experience
- Preferred candidate will be bilingual in English and Spanish
- Preferred candidate will have earned or be actively working toward a Bachelor's degree (Bachelor's degree may substitute for the 1-2 years of customer service/call center experience.)

### **BENEFITS:**

The State of Arizona offers a comprehensive benefits package, including medical, dental, vision, wellness, life insurance for employees and dependents, short and long-term disability, and flexible spending accounts. Another benefit to working for the ASRS is the excellent retirement program provided to our employees. Please visit <http://www.benefitoptions.az.gov/> to learn more about benefits offered to our employees.

Applicants must apply online at [www.azstatejobs.gov](http://www.azstatejobs.gov) by 5:00 p.m., March 14, 2012.

This position is not covered by the State Personnel Merit rules. EOE.